



Last Updated: 03/09/2022

Changes to Orthotic Services Pre-authorization (PA) Process - Effective October 1, 2005

The purpose of this memorandum is to provide information regarding changes to the PA process for Orthotic Services. Effective October 1, 2005, the DMAS PA Contractor will handle the orthotic PA functions formerly performed by DMAS. DMAS will continue to process all pre- authorizations, appeals, and pended cases with date of receipt up to, and including, September 30, 2005. The PA requirements for Orthotic Services will not change, and these requirements can found in the *Durable Medical Equipment & Supplies* and *Physician Provider* Manuals, which are available on the DMAS website (www.dmas.virginia.gov).

The PA Contractor staff will be available to assist you from 8:00 a.m. to 5:00 p.m., Monday through Friday (except on some state holidays). The information you are required to submit for the PA will not change. The PA Contractor will accept requests for PA via fax or mail. The numbers for facsimile pre-authorization are: **1-804-648-6880** (Richmond area) and **1-888-243- 2770** (all other areas). You may also mail your requests to the following address:

WVMI

Outpatient Review Services
Department 6802 Paragon Place,
Suite 410

Richmond, VA 23230

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use



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to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information

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and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the Provider Column to find Medicaid and SLH (State and Local Hospitalization Program) Provider Manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

"HELPLINE"

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays, to answer questions. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)



Department of Medical Assistance Services
600 East Broad Street
Suite 1300
Richmond, VA 23219

<https://dmas.virginia.gov>

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Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include upcoming changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-provider_newletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.